



Fortador Return and Exchange policy.

Final Sale & Special Conditions.

Order Product

FORTADOR requires a full, non-refundable payment and confirmation of our General Sales Condition before the product will be ordered by you. Once we receive your payment and acceptance of conditions, the order cannot be cancelled.

All Special Order products purchased are considered **final sale** and not eligible for refund or exchange unless deemed and confirmed by Fortador be defective after inspection.

Non-Returnable Items

Fortador cannot process a refund or exchange for Consumable Product, regardless on condition.

Procedure of Return

When an item is approved for return, the following conditions must be met.

- The original purchase invoice must be presented with the product.
- Item must have the original packaging and paperwork including a clear, blank warranty card and all accessories.
- We are not responsible for personal data or items left in returned merchandise.

Equipment.

Fortador will only offer a refund or exchange on a machine that is defective. In this case, it must be returned to Manufacturer for inspection. Once a defect is confirmed, an exchange will be processed at management and/or the manufactures discretion.

If the inspection will show that damage was caused by improper operating of the machine by the customer, all cost of inspection and transportation to both sides must be refund by the customer.

Spare parts

Manufacturer is obliged to send spare parts to the customer according to the warranty conditions.

All the reclamations and complains have to be send by email. The customer must pay for delivering and has to return the broken part to the Manufacturer by his cost. Service or Repair issues must be directed to Fortador only. If the inspection will show that damage was caused by improper operating of the machine by the customer, all cost of inspection and transportation to both sides must be refund by the customer.

Email: Help Fortador [help@fortador.com]

Liability Disclaimer

Fortador is not responsible for any damage, injury, or warranty claim that occurs by improper operating of the machine by the customer. These systems require careful training and preparation to use safely. Do not use a machine if you are not properly trained or qualified.

Please be aware that the purchaser/operator/pilot assumes all liability and is responsible for:

- Damages to property and persons from the equipment.
- Improper use of the equipment.
- Ensuring proper configuration and maintenance of the equipment.
- Complying to all local and federal laws which may regulate the use of such equipment in your area

Shipped Product

Any merchandise returned via post or courier must be pre-paid and returned only to the location it was originally shipped from. Please note that shipping costs will not be refunded unless the return is a result of an error by Fortador.

Fortador reserves the right to refuse any return or refund of merchandise. Fortador also reserves the right to amend or modify this policy from time to time without notice. Please check back regularly.